

**Authorized Federal Supply Schedule Price List**

**GENERAL SERVICES ADMINISTRATION**  
**Federal Supply Service**  
**Authorized Federal Supply Schedule Price List**

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**Financial and Business Solutions Schedule**

**FSC Group 520**

**Identity Theft Guard Solutions, LLC**  
**dba ID Experts**

10300 SW Greenburg Road,  
Suite 570, Portland, OR 97223  
800-298-7558, FAX: 800-298-8457  
[www2.idexpertscorp.com/gsa](http://www2.idexpertscorp.com/gsa)

**Contract Number:** GS-23F-0037T  
**Business Size:** Small

**North American Industry Classification System (NAICS) Code:** 561450 – Credit Bureaus  
**Standard Industrial Classification (SIC) Code:** 7323 – Credit Reporting Services  
**Product Service Codes (PSC):** R710 – Financial Services

**Contract period:** March 26, 2007 through March 25, 2012,  
with 3-five year option periods (3/26/07 – 3/25/27).

**SIN 520 16:** Business Information Systems  
**SIN 520 18:** Independent Risk Analysis  
**SIN 520 19:** Breach Analysis  
**SIN 520 20:** Comprehensive Protection Solutions

### Authorized Federal Supply Schedule Price List

<b>Project Management</b> - Risk assessment of potential for misuse of lost or stolen data and risk of identity theft. Includes data breach assessment to determine organizational risk, consulting, response plan creation and implementation, training, providing FAQs on the services, and customized automated enrollment	\$190.48/hour
<b>Legal Notification</b> - to meet privacy notification legislative requirements (per issuance)	\$0.54/letter + postage
<b>VRU/website set up</b> - voice response unit and hosted customized informational website	Up to \$2,935.50
<b>VRU minutes</b> - a single upfront message 3 minutes or less that is directed to a live operator. After-hours treatment would include a pullback to a message requesting the caller to call again during normal business hours.	\$0.29/minute
<b>Live Agent</b> - subject matter experts who are available to speak to individuals, assessing their risk and/or discussing resolution options.	\$57.14/hour
<b>VRU Monthly Maintenance</b> - maintaining the customized TFN and tracking system	\$571.43/month
<b>ID Protection packages</b> - Credit monitoring and report, educational materials including monthly news and latest scams, individual protection plan based on tiered pricing/volume schedule	1 to 10,000 - \$54.29/ year 10,001 to 100,000 - \$40.00/ year 100,001 or more units - \$37.86/ year
<b>ID Recovery Services</b> - dedicated advocates assess, manage, and resolve all issues associated with identity theft handling everything from start to finish, until the individual identity theft victim's case has been restored to pre-identity theft status. This includes report and assessment of likely origin of identity theft.	\$714.29/ case
<b>Blanket Coverage ID Recovery Services</b> - dedicated advocates assess, manage, and resolve all issues associated with identity theft handling everything from start to finish, until the individual identity theft victim's case has been restored to pre-identity theft status. This includes report and assessment of likely origin of identity theft.	\$0.48 per month per record
<b>ID Triage</b> - Risk assessment of individual's identity theft risk after individual's confidential data has been lost or stolen to determine individual's identity theft status.	\$142.86/ assessment
<b>Alert Calls</b> - when an anomaly is found in the detection and warning system, outward bound telephone calls to persons at risk. The purpose of the calls is to determine if the individual created an action that created the anomaly. The verification process determines if the person initiated the change and updates the records accordingly, or provides the necessary steps for the person to protect themselves	\$1.37/minute plus a \$1,250 set up fee
<b>Data Breach Analysis</b> - an innovative detection and warning program that a proprietary system, to scan hundreds of data sources at various daily, weekly, bi-weekly and monthly intervals for data changes. Should any relevant change be detected which might signify that there is an identity theft in progress, a warning is issued by personal phone call. This unique early detection system will help prevent and substantially limit the amount of damage done and time necessary to recover. By issuing alerts to potentially bogus accounts or fraudulent activity, consumers can maintain complete control of their identities with minimal effort.	Up to 10,000 records - \$2.15 per record, set up fee of \$5,000 below 10,000 records  10,001 to 25,000 records - \$2.04 per record 25,001 to 50,000 records - \$1.84 per record 50,001 to 100,000 records - \$1.68 per record 100,001 to 500,000 records - \$1.53 per record 500,001 to 1,000,000 records - \$1.42 per record Over 1,000,000 records - \$.89 per record
<b>Forensic Investigation</b> - Consists of a range of services designed to detect, respond and recover from incidents that occur. Our certified professionals are equipped to respond onsite to incidents that occur and to provide investigative tools to help solve data breach cases and to identify and classify populations of affected individuals. All of our processes are performed under full chain of custody to safeguard the future value and admissibility of potential evidence.	\$404.76 per hour

**Fixed Price Escalation Rate -The following price rate increases are:**

Base year	0%
2nd to 5th year	3% per annual increase
Option periods	3% per annual increase
Special Discounts and Fee	Special Discounts and Fee
.75% Industrial Funding Fee is included in the rates	

## 520-16 Business Information Systems

ID Expert provides a complete range of services to achieve full recovery for organizations and breach victims, even in the most sensitive and complex data breach situations. ID Experts Breach Respond services help your organization respond quickly and efficiently, while specifically tailoring to the needs of the target population in the most cost effective way.

- Credit Reports
- Address Verification
- Skip Tracing
- Call center support
- Dedicated Voice Response Unit (VRU)
- Website development and hosting
- Live dedicated agent
- Media support
- Credit Risk Assessment
- Customer Relations Management (CRM) System
- Legal Notification Development and/or Delivery

## 520-17 Risk Assessment and Mitigation Services

**Risk Assessment Services** from ID Experts will give your organization a comprehensive and cost-effective view into PII data specific risks throughout your organization. Our IAPP certified experts assess your organization, PII assets, policies, and processes to identify applicable privacy requirements and data breach risks. Our risk assessment services also help you save money by implementing appropriate levels of security for each information set and context where it is used.

**Mitigation Services** from ID Experts will help your organization implement a risk-based privacy program tailored to your organization:

- Develop a plan for implementing a comprehensive privacy program based on the outcome of your risk assessment
- Determine applicable regulatory and compliance risks and requirements
- Media support Validate and/or update internal and external privacy and information protection policies and procedures (including development or remediation of an incident response plan)
- Review 3rd party agreements to validate privacy and information security risks and provide remediation
- Develop and implement privacy and information security training programs specific to the organization
- Work with privacy and IT staff to address vulnerabilities and procedures based on risk assessment and document compliance status and activities
- Develop and validate an ongoing monitoring schedule and auditing processes

## SIN 520-18 Independent Risk Analysis

ID Experts™ provides expert data breach independent risk analysis that is ready to go and easy to use. Our forensic team swings into action within hours of your call, gathering complete information to identify causes and analyze risks. With broad expertise on data breach remediation requirements of the Privacy Act and other Federal laws, we provide certified analyses outlining risks, remediation plans to prevent further damage, and fraud resolution services as needed to individuals affected by the breach. ID Experts can also help assess risks and plan response prior to a breach, to ensure that an agency can respond swiftly and properly in a breach emergency.

- ID Experts maintains a 24/7 "Hot Line" that an Agency can call for immediate assistance to discuss a breach situation
- Forensic investigation is conducted
  - Exhaustive data, metadata and statistical analysis; pattern analysis; and deleted item recovery
  - Privacy Impact Analysis
  - Risk Analysis
  - Probability analysis that breached data has been used to cause harm
  - Determination of the level of risk for potential misuse of sensitive PII and PHI type of information

- ID Experts designs an risk mitigation plan based on the Agency's own success criteria
  - Compliance
  - Cost Effectiveness
  - Risk Remediation for the organization and individuals affected by the breach
- ID Experts will assign a Crisis/Project Manager and a designated team within one business day, typically within one business hour
  - Development and implementation of a risk mitigation plan
  - Extensive and robust communication strategy
  - Notification services
  - Call center services
  - Website development and hosting

**Forensic Investigation** consists of a range of services designed to detect, respond to and recover from incidents that occur. Our certified professionals are equipped to respond onsite to incidents that occur and to provide investigative tools to help solve data breach cases and to identify and classify populations of affected individuals. All of our processes are preformed under full chain of custody to safeguard the future value and admissibility of potential evidence.

## **SIN 520 19: Breach Analysis**

Expert planning helps mitigate the risks of current and future data breaches, and fully managed options from the world's best identity recovery team help validate and restore the identities of people claiming to be breach victims. The affected population is informed promptly, clearly, and in a manner appropriate to their needs; they are provided with protection against ID theft. At the end of the experience, they remain as loyal customers, employees, clients, or patients.

**BREACH VICTIM PROTECTION:** ID theft protection for the breach population can include a variety of services, including advice on how to use credit monitoring, enrollment-based protection packages that includes services such as credit monitoring and public database monitoring, and insurance to cover any financial losses and/or legal costs directly associated with the identity theft.

- Credit Monitoring
- Monitoring of multiple non-credit data elements and sources
  - Identity Monitoring
  - Cyber Monitoring
  - Credit Card Monitoring
- Credit Reports
- Identity theft insurance (as allowed by applicable State statutes)
- Fraud Alerts
- Credit Freeze

**COMPLETE RECOVERY:** Full recovery for the breached organization means that public credibility, business relationships, and business prospects are preserved, and the cost of breach response services is far outweighed by the goodwill it engenders and the income streams that it protects. ID Experts' fully-managed recovery options from a best-in-class identity theft recovery team to ensure that people affected by the breach are satisfied and undamaged by identity theft. ID Experts Recovery Advocate's will manage the victims case from beginning to end.

- ID Experts' Recovery Advocates will analyze the individual's credit reports, financial statements and other pertinent documentation to process and restore the victim's identity completely
- The Recovery Advocate will subsequently dispute all fraudulent accounts and with all affected institutions (financial, medical, and/or government).
- Full recovery of the victim's identity helps prevent damages • that might otherwise be claimed in future litigation.
- Case remains in the ID Experts system for 36 months after • resolution and will be re-opened if any other events stem from the ID theft event.

## SIN 520 20: Comprehensive Protection Solutions

ID Experts maintains a staff of professionals with extensive experience in data breach assessment, notification and risk management. We can assist you in mitigating the risks to your customers, employees and your organization, typically at a lower cost than handling the response internally.

Business Benefits of ID Experts Breach Respond	
<b>Ensuring Regulatory Compliance</b>	Best practices-based notification meets legal presentment requirements to ensure compliance and forestall investigations. Alternate notification is sent to the required Attorney Generals, credit bureaus and other regulatory agencies when necessary.
<b>Preventing Customer Dissatisfaction and Lost Business</b>	Personalized, high-touch communications by our expert response staff and call center agents help eliminate anxiety and win the trust of breach population. We assess special needs of the affected population (for example, persons with disabilities, minors, or the deceased) and tailor communications to help ensure a satisfactory response and prevent adverse publicity from the press or from the breach population. We provide outstanding quality of service to breach victims via a customer relationship management (CRM) system that tracks all interactions, status and services. Personal Recovery Advocate provides fully managed ID theft recovery services to bring any ID theft victims back to pre-theft status.
<b>Preventing and Protecting Against Litigation</b>	Expert, tailored response services help achieve full recovery and satisfaction for breach victims, reducing the risk of litigation. Fully-managed ID theft recovery services restore any ID theft victims to pre-theft status, eliminating damages that might otherwise be claimed in future litigation. Our CRM system provides a permanent record of all contact with the breach population, including their enrollment in offered services, to support any future litigation.
<b>Optimizing Data Breach Costs</b>	Communications tailored to breach population demographics to help control call center costs. Call center costs are also reduced by utilizing an information-rich website with an online enrollment access point.
<b>Preventing Future Data Breaches</b>	Our forensic experts provide support in closing vulnerabilities and getting systems up and running. Provide recommendations and perspective on the effectiveness of your protection environment while spotlighting critical changes to your risk posture as a whole.

## **ATTACHMENT TWO**

### **Labor Category Descriptions**

#### **1c. Commercial job titles, experience, functional responsibility and education of employees or subcontractors who will perform services:**

**Job Title:** Director of Critical Incident Response  
**Reports to:** COO/CIO

**Role:** To direct the EIRS team in critical incident response engagements by providing leadership, overseeing program to insure quality, services, and cost effectiveness, and building the relationship between IDS and Client.

**Position Summary:** Extensive experience with a variety of data breach and identity theft concepts, practices, and procedures, including but not limited to; victim restoration, relevant laws, and compliancy issues affecting a client breach.

The position will be responsible for successful program implementation, act as a resource, and resolve escalated issues. This position requires demonstrated, verifiable, and successful management of large scale projects including large budgets, internal and external resources, multiple program options, and a large degree of unpredictability.

They act as an interface with government officials, lobbyists, legal practitioners, and C-level executives.

These activities will occur within the scope of ID Experts performance standards, the company's mission statement, and in accordance with the policies and procedures set forth.

#### **Essential Duties and Responsibilities:**

- Implement strategic goals and objectives of the organization
- Manage resources for the EIRS Department
- Insure EIRS dept. operations are efficient, cost effective, and represent high quality service levels
- Manage vendor/partner relationships, (such as call center service providers) to include thorough understanding of operations and cost structure
- Own and manage client relationship
- Executive client interface to include pre-sales, defining requirements with client, identifying exceptions, reviewing product and pricing, and encouraging decision making that meets the goals of client, and EIRS objectives
- Thorough understanding and interpretation of agreements and contracts as they pertain to IDS objectives, goals and service standards
- Interface with IDS EIRS sales team by providing resources, clarity, and guidance pre-sale
- Lend expertise toward the development of FAQ, scripting, agent training and support staff training
- Organize response team at IDS and client, set expectations, and insure all critical parties are represented
- Lead status call meetings
- 3rd tier "affected individual" issue escalation
- Advise client in creating breach notification and affected population communications (including legal and compliancy issues)
- Work with Marketing and Sales team to manage EIRS agreements and contracts
- Identify and develop additional business opportunities with current client base
- Insure that relationship between IDS and client(s) meets contractual obligations; develop additional tools to track clients and EIRS engagements

#### **Other Responsibilities:**

- Represent the company in formal events, committee meetings, industry events, and public speaking engagements.
- Represent the company's interest in influencing industry related legislative bodies and concepts.

- Maintain on-going client relationship to secure references, generate leads, and successful post-engagement results.
- Work with Ops and other department heads to develop refine, and implement new strategies, pricing, procedures, etc.
- Encourage decision making through effective executive communication that is consistent with IDS policy and procedure for breach engagement best practices.

**Qualifications:**

- Bachelor's degree in related field or an equivalent of education and work experience preferred.
- 3-5 years experience in related field to include but not limited to; criminal justice, legal, fraud management, economic crimes, investigations, forensics, and identity theft.
- 5-7 years experience with program/project management in a client - based services environment.
- Excellent verbal and written communication skills and ability to deal with sensitive, confidential, and urgent issues.
- Effectiveness at building collaborative relationships, and working effectively with internal departments, clients, vendors, management, and peers.
- Good organizational and analytical skills.

**Job Title:** Member Services Supervisor  
**Reports to:** COO  
**Exempt or Non-Exempt:** Exempt

**Role:** Supervises a staff of Member Service Representatives and ensures customers are satisfied. They are responsible for hiring and training Member Service Representatives, and for developing and implementing operations and policies. They must be familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals.

The Member Services Supervisor must be able to identify and respond to issues and provide accurate and timely feedback to management. The Member Services Supervisor is expected to represent ID Experts with the highest level of professionalism at all times.

The Member Services Supervisor may also perform duties of the Member Services Representative. This position drives customer satisfaction by proactively facilitating and delivering information online, over the phone, and in writing. This position requires effective interaction with all IDS departments and clients. This includes detailed tracking and day-to-day management of a customer base that includes large, technically complex and often demanding customer accounts. This position will support ID Experts members over the phone, and via email.

These activities will occur within the scope of ID Experts performance standards, the company's mission statement, and in accordance with the policies and procedures set forth.

**Essential Duties and Responsibilities:**

- Supervise and oversee the work performed by one or more Member Service Representatives
- Give direction and corrections as necessary
- Recruit, hire and train Member Service Representatives
- Develop and implement operations and policies for the Member Services Department
- Ensure compliance with established Member Services policies and procedures
- Follow and enforce IDS's policies and procedures
- Evaluate employee performance and initiate promotions, transfers and disciplinary action

**Additional Duties:**

- Answer telephones and offer assistance to IDS members
- Handle member issues via email and via phone
- Resolve complaints and problems
- Be an expert in all aspects of IDS products and services
- Data entry into multiple computer applications

- Assist Recovery department with special projects
- Establish and document processes, procedures, customizations and configurations
- Mentor and coach other team members
- Provide timely status to management
- Provide recommendation for procedural improvement
- Escalate issues as appropriate
- Apply fundamental troubleshooting skills to issues before escalating to the appropriate group
- Work with department head to prioritize and manage teams time and priorities

**Required Skills:**

- Strong attention to detail
- Expert organization and prioritization skills
- Ability to concentrate and work proficiently with constant interruptions
- Working knowledge of MS Office and associated programs
- Strong communication and customer service skills, both verbal and written
- Independent work ethic and ability to multi-task and interact effectively with others
- Refined interpersonal skills
- Able to work under pressure while dealing with sensitive and confidential issues
- Ability to communicate clearly with staff and members
- Positive attitude in difficult situations
- Completes assignments in a timely manner
- Understand, prioritize and drive resolution of issues

This position requires advanced customer service and some technical support abilities. This staff member should be an expert at IDS products, client needs, and resources available. This staff member will be required to understand and respond to requests from other departments and management.

**Required Experience and/or Education:**

- At least 5 years experience in a client based services environment, with excellent references
- There are no specific education requirements

**Preferred experience is:** Been a victim of identity theft, or known someone who has

**Job Title:** Member Services Representative  
**Reports to:** Member Services Manager  
**Exempt or Non-exempt:** Exempt

**Role:** This staff member will support ID Experts members over the phone, and via email. The member services representative drives customer satisfaction by proactively facilitating and delivering information online, over the phone, and in writing. This position requires effective interaction with all IDS departments and clients. The member services representative is expected to represent ID Experts with the highest level of professionalism at all times. These activities will occur within the scope of ID Experts performance standards, the company's mission statement, and in accordance with the policies and procedures set forth.

**Duties:**

- Answer telephones and offer assistance to IDS members
- Handle member issues via email and via phone
- Resolve complaints and problems
- Become an expert in all aspects of IDS products and services
- Data entry into multiple computer applications
- Assist Recovery department with special projects



- Office and administrative tasks as assigned

**Required Skills:**

- Strong attention to detail
- Expert organization and prioritization skills
- Ability to concentrate and work proficiently with constant interruptions
- Working knowledge of MS Office and associated programs
- Strong communication and customer service skills, both verbal and written
- Independent work ethic and ability to multi-task and interact effectively with others
- Refined interpersonal skills
- Able to work under pressure while dealing with sensitive and confidential issues
- Ability to communicate clearly with members
- Positive attitude in difficult situations
- Completes assignments in a timely manner

This position requires advanced customer service and some technical support abilities, strong analytical and problem solving skills, a high level of professionalism, the ability to multi-task, strong attention to detail and self-motivation.

**Required Experience and/or Education:**

- At least one year experience in a client based services environment, with excellent references
- There are no specific education requirements

**Preferred experience is:** Been a victim of identity theft, or known someone who has

**Job Title:** Recovery Supervisor

**Reports to:** COO

**Role:** Supervises a staff of Recovery Advocates and Intake Specialists and ensures participants utilizing recovery services are satisfied. They are responsible for hiring and training Recovery Advocates, and for developing and implementing operations and policies. They are required to remain familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals.

The Recovery Supervisor must be able to identify and respond to issues and provide accurate and timely feedback to management. The Recovery Supervisor is expected to represent ID Experts with the highest level of professionalism at all times.

The Recovery Supervisor may also perform duties of the Recovery Advocate and will serve as the primary link to participants enrolled in the ID Experts identity protection and recovery program. The position will facilitate successful program involvement, act as a resource, and assist in recovery of the victim's identity.

This position will assist victims with a level of individualized attention and service that is in line with the overall purpose of ID Experts, which is superior service; and will motivate and encourage victims to participate in the recovery process as well as provide the information, resources, and support needed to recover their good name.

These activities will occur within the scope of ID Experts performance standards, the company's mission statement, and in accordance with the policies and procedures set forth.

**Essential Duties and Responsibilities:**

- Supervise and oversee the work performed by one or more Recovery Advocates and Intake Specialists
- Give direction and corrections as necessary
- Recruit, hire and train Recovery Advocates and Intake Specialists
- Develop and implement operations and policies for the Recovery Department

- Ensure compliance with established Recovery policies and procedures
- Follow and enforce IDS's policies and procedures
- Evaluate employee performance and initiate promotions, transfers and disciplinary action

**Additional Duties:**

- The Recovery Supervisor will encourage the Recovery staff to “win the victims’ trust” and stress that getting along with the victim is very important. Confidentiality and respect for privacy are key. Energy, enthusiasm, communication skills, and a positive attitude are required. Empathy, compassion, and general willingness to assist the victim are also important characteristics.
- Evaluate victim’s case
- Assists victim in reporting crime to various institutions and notifying all appropriate agencies
- Assists with the processing of all victim/agency correspondence including but not limited to affidavits and claims of fraudulent activity
- Able to work under pressure while dealing with sensitive and confidential issues
- Creates an individualized damage assessment and recovery plan based upon the information provided by the victim
- Maintains thorough record of all communication to and from all involved parties
- Maintains an on-going relationship with participant, ensuring satisfaction with quality of service and prevention of further fraudulent activity

**Required Skills:**

- Strong attention to detail
- Expert organization and prioritization skills
- Ability to concentrate and work proficiently with constant interruptions
- Working knowledge of MS Office and associated programs
- Strong communication and customer service skills, both verbal and written
- Independent work ethic and ability to multi-task and interact effectively with others
- Refined interpersonal skills
- Able to work under pressure while dealing with sensitive and confidential issues
- Ability to communicate clearly with staff and members
- Positive attitude in difficult situations
- Completes assignments in a timely manner
- Understand, prioritize and drive resolution of issues

Other skills required are patience, tact, written and verbal communications, and the ability to build relationships and trust with victims and staff. The Recovery Supervisor must be highly organized, possess knowledge of the processes involved in recovering the victim’s name, portray confidence, exude a positive image that reflects well on the organization, and have the ability to work with highly confidential and personal victim information.

**Additional required skills are:**

- Ability to analyze situations carefully and adopt effective courses of action and document completely
- Interpret verbal communication into effective written record, e.g. reports and other professional letters, memoranda, and documents
- Detail oriented
- Capable of independent and creative problem solving
- Ability to present the facts in a thorough, factual, and organized manner
- Build collaborative relationships, and work effectively with law enforcement, credit bureaus, and other agencies
- Ability to develop and present recommendations to management, recovery team members, and participants
- Ability to work with individuals with varying economic, educational, and cultural backgrounds
- Ability to follow oral and written directions, in the form of written procedures and scripts

**Required Experience and/or Education:** There are no specific work experience requirements

**Preferred experience and education are:**

- 5 years experience in a client based services environment
- Been a victim of identity theft, or assisted someone else in recovering from identity theft
- Bachelor degree

**Job Title:** Recovery Advocate

**Reports to:** Recovery Supervisor

**Role:** The Recovery Advocate will serve as the primary link to participants enrolled in the ID Experts identity protection and recovery program. The Recovery Advocate will facilitate successful program involvement, act as a resource, and assist in recovery of the victim's identity.

Recovery Advocates will assist victims with a level of individualized attention and service that is in line with the overall purpose of ID Experts, which is superior service. Recovery Advocates will motivate and encourage victims to participate in the recovery process as well as provide the information, resources, and support needed to recover their good name.

These activities will occur within the scope of ID Experts performance standards, the company's mission statement, and in accordance with the policies and procedures set forth.

**Essential Duties and Responsibilities:** Winning the victims' trust and getting along with the victim is very important. Confidentiality and respect for privacy are key. Energy, enthusiasm, communication skills, and a positive attitude are required. Empathy, compassion, and general willingness to assist the victim are also important characteristics of a Recovery Advocate.

**Additional Duties:**

- Evaluate victim's case
- Assists victim in reporting crime to various institutions and notifying all appropriate agencies
- Assists with the processing of all victim/agency correspondence including but not limited to affidavits and claims of fraudulent activity
- Able to work under pressure while dealing with sensitive and confidential issues
- Creates an individualized damage assessment and recovery plan based upon the information provided by the victim
- Maintains thorough record of all communication to and from all involved parties
- Maintains an on-going relationship with participant, ensuring satisfaction with quality of service and prevention of further fraudulent activity
- Required Skills:
- Critical skills required are patience, tact, written and verbal communications, and the ability to build relationships and trust with victims. Recovery Advocates must be highly organized, possess knowledge of the processes involved in recovering the victim's name, portray confidence, exude a positive image that reflects well on the organization, and have the ability to work with highly confidential and personal victim information.

**Additional required skills are:**

- Ability to analyze situations carefully and adopt effective courses of action and document completely
- Interpret verbal communication into effective written record, e.g. reports and other professional letters, memoranda, and documents
- Detail oriented
- Capable of independent and creative problem solving
- Ability to present the facts in a thorough, factual, and organized manner
- Build collaborative relationships, and work effectively with law enforcement, credit bureaus, and other agencies
- Ability to develop and present recommendations to management, recovery team members, and participants

- Ability to work with individuals with varying economic, educational, and cultural backgrounds
- Ability to follow oral and written directions, in the form of written procedures and scripts

**Required Experience and/or Education:** There are no specific work experience requirements

**Preferred experience and education are:**

- 2 years experience in a client based services environment
- Been a victim of identity theft, or assisted someone else in recovering from identity theft
- Bachelor degree

**Job Title:** Intake Specialist  
**Reports to:** Recovery Supervisor

**Role:** The Intake Specialist serves as the initial point of contact for victims and potential victims of Identity Theft who are members and affiliates of ID Experts. They will interview victims and potential victims in order to gather details for each unique Identity Theft situation. Provides information and instructions for victims and assists individuals to understand the recovery process and how ID Experts will work to resolve their specific case.

Responsible for managing the flow of initial Identity Theft Victim intakes. Collects and organizes documentation needed for ID Experts to work on the victim's behalf. Coordinates with Recovery Advocates and briefs them regarding possible case openings. Assigns Identity Theft victims to a Recovery Advocate when assistance is needed in resolving an Identity Theft issue and a restoration case is opened.

These activities will occur within the scope of ID Experts performance standards, the company's mission statement, and in accordance with the policies and procedures set forth.

**Duties:** Winning the victim's trust and getting along with the victim is very important. Confidentiality and respect for privacy are key. Energy, enthusiasm, communication skills, and a positive attitude are required. Empathy, compassion, and general willingness to assist the victim are also important characteristics of an Intake Specialist.

**Additional Duties:**

- Verifies eligibility in the ID Experts program
- Evaluates each victim's unique situation
- Assists victim in reporting the crime to various institutions and in notifying all appropriate agencies
- Gathers all necessary written documentation and completed forms from the victim including affidavits of Identity Theft and forgery
- Works under pressure while dealing with sensitive and confidential issues
- Maintains a thorough record of all communication to and from victims
- Follows up consistently with victims and potential victims, ensuring satisfaction with quality of service and thoroughness of the initial assessment
- May be asked to assist other departments, such as Member Services, with overflow tasks when needed

**Required Skills:**

- Critical skills required are patience, tact, written and verbal communications, and the ability to build relationships and trust with victims.
- Intake Specialists must be highly organized, possess knowledge of the preliminary steps involved in recovering the victim's name, and have the ability to work with highly confidential and personal victim information. Must be able to deal with the general public in a courteous and professional manner.

**Additional required skills are:**

- Ability to analyze situations carefully and adopt effective courses of action
- Ability to document all victim correspondence completely and thoroughly

- Must be detail-oriented with excellent organizational skills and effective verbal and written communication skills
- Capable of independent and creative problem solving
- Ability to present the facts in a thorough, factual, and organized manner
- Must be able to demonstrate team behavior and must be willing to promote a team-oriented environment
- Ability to work with individuals with varying economic, educational, and cultural backgrounds
- Ability to follow oral and written directions in the form of written procedures and scripts

**Required Experience and/or Education:** There are no specific work experience requirements.

**Preferred experience and education are:**

- 2 years experience in a client based services environment
- Been a victim of identity theft, or assisted someone else in recovering from identity theft
- Bachelor degree or combination of education and/or work related experience

**Job Title: Forensics Analyst**

**Duties:** The primary role consists of working as part of an electronic discovery team to provide overall technical expertise. In the forensic area, specific duties include scope definition, research, evidence acquisition, data recovery, analysis, and reporting. The candidate's technical skills will be challenged by providing guidance and consulting as needed in application development, infrastructure support and other critical information security roles. This position is dynamic and requires an individual who can manage simultaneous tasks while working under pressure.

**Minimum/General Experience:** IT practices and policies, Network topology and operating systems, Network security practices, Programming language knowledge (Assembly, Perl, C/C++, etc...), Data recovery applications, Forensic investigation applications, Hardware, Microsoft, Macintosh and Linux operating systems, Project Management. Minimum 5 years work experience as a forensic investigator, EnCase Certified Examiner Certification, CISSP, CBCP or CISA recommended, Documented experience in expert testimony, Detailed knowledge of operating systems and network protocols, Ability to travel overnight with minimal notice, Ability to provide clear documentation and instruction  
**Minimum Education:** Bachelor of Science degree or greater in Computer Science, Math, Engineering or other Science,

**Job Title: Data Breach Analyst**

**Duties:** Administration of data breach analysis, metadata analysis

**Minimum/General Experience:** IT practices and policies, Network topology and operating systems, Network security practices, Programming language knowledge (Assembly, Perl, C/C++, etc...), Data recovery applications, Forensic investigation applications, Hardware, Microsoft, Macintosh and Linux operating systems, Project Management. Minimum 5 years work experience as a forensic investigator, EnCase Certified Examiner Certification, CISSP, CBCP or CISA recommended, Documented experience in expert testimony, Detailed knowledge of operating systems and network protocols

**Minimum Education:** Bachelor of Science degree or greater in Computer Science, Math, Engineering or other Science, Master's Degree preferred

**2. Maximum Order:** SIN 520-16: \$500,000 per SIN

**3. Minimum Order:** SIN 520-16: \$300 per SIN

**4. Geographic Coverage:** Domestic

**5. Point(s) of production:** Portland, Washington County, Oregon

**6. Discount from list prices or statement of net price:** 3% Dollar volume discount over \$250,000 per engagement

**7. Quantity discounts:** ID Protection packages— based on tiered pricing/volume schedule; 0 to 1,000 - \$113.88/ year; 1,001 to 5,000 - \$96.79/ year; 5,001 or more units - \$35.63/ year

8. **Prompt payment terms:** in accordance with the Prompt Payment Act (31 U.S.C. 3903) and prompt payment regulations at 5 CFR part 1315.

9a. Government purchase cards are accepted at or below the micro-purchase threshold.

9b. Government purchase cards are not accepted above the micro-purchase threshold.

10. **Foreign items:** Non Applicable

11a. **Time of delivery:** Non Applicable

11b. **Expedited Delivery:** Items available for expedited delivery are noted in this price list

11c. **Overnight and 2-day delivery:** Non Applicable

11d. **Urgent Requirements:** C.34 I-FSS-140-B URGENT REQUIREMENTS (JAN 1994) – When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering agency, agencies are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering agency, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract. Agencies can also contact the Contractor's representative to affect a faster delivery.

12. **F.O.B. destination:** Non Applicable

13a. **Ordering address:** 8625 SW Cascade Avenue, Suite 310, Beaverton, OR 97008

13b. **Ordering procedures:** In accordance with the Placement of Orders clause, the offeror elects to receive orders placed by GSA's Federal Supply Service (FSS) by facsimile transmission or mail. Contact information is ID Experts, Attention Rick Kam, Fax # 800-298-8457, Phone # 503-545-2352. For mailed orders, ID Experts, 8625 SW Cascade Avenue, Suite 310, Beaverton, OR 97008.

14. **Payment address:** 8625 SW Cascade Avenue, Suite 310, Beaverton, OR 97008

15. **Warranty provision:** Non Applicable

16. **Export packing charges:** Non Applicable

17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** The contractor must accept the Governmentwide commercial purchase card for payments equal to or less than the micro-purchase threshold (see Federal Acquisition Regulation 2.101) for oral or written orders under this contract.

18. **Terms and conditions of rental, maintenance and repair:** Non Applicable

19. **Terms and conditions of installation:** Non Applicable

20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices:** Non Applicable

20a. **Terms and conditions for any other services:** Non Applicable

21. **List of service and distribution point(s):** ID Experts, 8625 SW Cascade Avenue, Suite 310, Beaverton, OR 97008

22. **List of participating dealers:** Non Applicable

23. **Preventative maintenance:** Non Applicable

24. **Special attributes such as environmental attributes (e.g., recycled content, energy efficient, and/or reduced pollutants):** Non Applicable

25. **Data Universal Number System (DUNS) number:** 165069779

26. **Notification regarding registration in Central Contractor registration (CCR) database:** ID Experts is registered in the CCR